CREATIVE®

Modem

BLASTER® V.92

For Notebooks

User's Guide

User's Guide

Creative Modem Blaster V.92 PCMCIA DI5611

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Before You Begin

Before You Begin

This section contains information you should know about before using this manual. Read the information carefully before proceeding further.

Package Contents
- Creative Modem Blaster® V.92 notebook PC Card
- Telephone adapter cord (RJ-11)
- Telephone cord coupler (RJ-11)
- Quick Start Leaflet
- Drivers, software and User's Guide (on CD)
- America Online® CD

Recording Model and Serial Numbers

Your PC Card has a model number and a serial number. After removing the PC Card from its packaging, write down its model and serial numbers for future reference. You will need to provide these numbers when contacting our Technical Support office.

Checking System Requirements
- Intel® Pentium® 133 MHz or higher IBM compatible notebook computer
- 32 MB RAM
- Available PC Card type-II compliant slot
- 20 MB of free hard disk space (100 MB recommended)
- Microsoft® Windows® 98 Second Edition (SE), Windows Millennium Edition (Me), Windows 2000 or Windows XP
- CD-ROM drive installed
- An audio card, a microphone and speakers are required for videoconferencing.

Technical Support and Warranty

Technical Support information can be found in the Installation CD. Go to **d:\support\<language>\support.pdf**.

Warranty information can be found in the Installation CD as well. Go to **d:\warranty\<region>\<language>\warranty.pdf**.

Please keep your Proof of Purchase for the duration of the Warranty period.

(replace **d:** with the drive letter of your CD-ROM drive, <**region**> with the region that you are in, and <**language**> with the language that the document is in)

Product Registration

Enjoy a host of benefits by registering your products during installation, or at www.creative.com/register. Benefits include:
- Service and Product Support from Creative
- Exclusive updates on promotions and events

Document Conventions

The following typographical conventions are used throughout this document.

Note. This highlights additional or important information about a feature.

Caution! This highlights proper usage of your product. Use this information to avoid risky situations.

Warning! This warns you of possible hazards to yourself or your product, that may result in injury or damage.

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1 **Installing and Testing the Driver**

Installing and Testing the Driver

Installing the Driver In Windows XP/ 2000/Me/98 SE

After installing the modem driver, test the modem to ensure it has been installed properly.

DO NOT insert the PC Card into your notebook computer before installing the software.

1. Insert the Installation CD into your CD-ROM drive. The disc supports Windows AutoPlay mode and starts running automatically. If not, enable your CD-ROM drive's auto-insert notification feature. For more details, see "Difficulties Installing Software" on page B-1.

2. Select the applications and drivers to install, and then click the **OK** button.

3. Follow the onscreen instructions to complete the installation.

4. When prompted, restart your computer.

To install the PC Card, refer to "Installation Steps" on page 2-1.

Testing the Driver

In Windows XP

1. Click **Start** -> **Control Panel**.
2. Double-click the **Phone and Modem Options** icon.
3. Click the **Modems** tab.
4. Click **Creative Modem Blaster V.92 PCMCIA DI5611**, and then click the **Properties** button. The **Creative Modem Blaster V.92 PCMCIA DI5611 Properties** dialog box appears.
5. Click the **Diagnostics** tab, and then click the **Query Modem** button to display the response status of your PC Card (Figure 1-1).

If your PC Card is not responding, it may be due to a conflict between the PC Card and another peripheral device. To resolve the conflict, you must change the settings on your PC Card (see "Resolving Conflicts in Windows XP/2000" on page B-2).

Figure 1-1

In Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modem Options** icon.
3. Click the **Modems** tab.
4. Click **Creative Modem Blaster V.92 PCMCIA DI5611**, and then click the **Properties** button.
5. Click the **Diagnostics** tab. The **Creative Modem Blaster V.92 PCMCIA DI5611 Properties** dialog box appears.
6. Click the **Query Modem** button to display the response status of your PC Card (Figure 1-2).

If your PC Card is not responding, it may be due to a conflict between the PC Card and another peripheral device. To resolve the conflict, you must change the settings on your PC Card (see "Resolving Conflicts in Windows XP/2000" on page B-2).
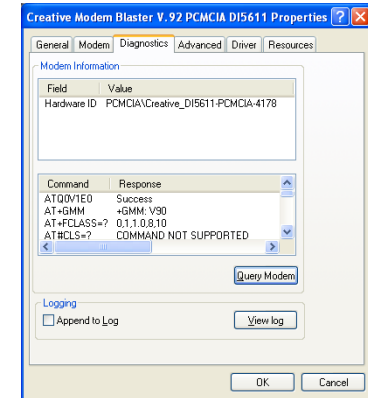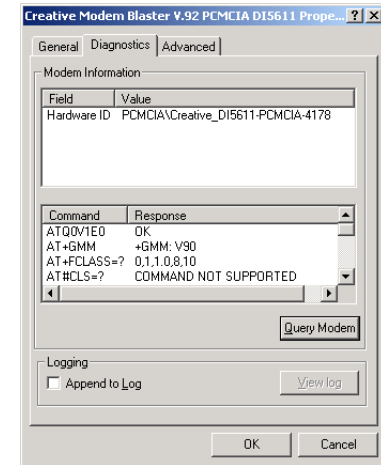

Figure 1-2

In Windows 98 SE/ Me

1. Click **Start** -> **Settings** -> **Control Panel**.

2. Double-click the **Modems** icon. The **Modems Properties** dialog box appears.

3. Click the **Diagnostics** tab (Figure 1-3).

4. Click the COM port that has been assigned to your modem.

5. Click the **More Info** button to display the response status of your PC Card.

If your PC Card is not responding, it may be due to a conflict between the PC Card and another peripheral device. To resolve the conflict, you must change the settings on your PC Card (see "Resolving Conflicts in Windows Me/98 SE" on page B-3).
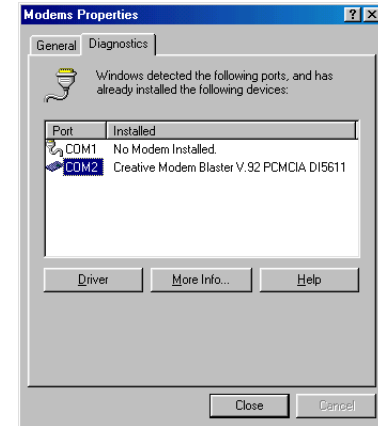
Figure 1-3

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2 Installing Hardware

Installing Hardware

Installation Steps

DO NOT insert the PC Card into your notebook computer before installing the software.

Step 1: Prepare your computer

1. Insert your PC Card into an available PC Card slot on your notebook (Figure 2-1).
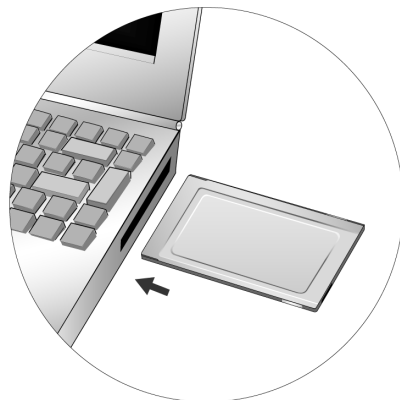
Figure 2-1

For Windows XP only
2. When the **Found New Hardware Wizard** dialog box appears, click the **Next** button.
3. When the **Hardware Installation** dialog box appears, click the **Continue Anyway** button.
4. Click the **Finish** button.

Step 2: Connect to the telephone line

1. Locate the most convenient telephone wall outlet.
   If a telephone is already connected to it, unplug the telephone cable from the wall outlet.

2. Connect one end of the telephone adapter cord provided to the wall outlet and the other end to the PC Card 4-pin port of the PC Card (Figure 2-2).

To telephone line wall outlet

PC Card 4-pin port

Telephone adapter cord (provided)
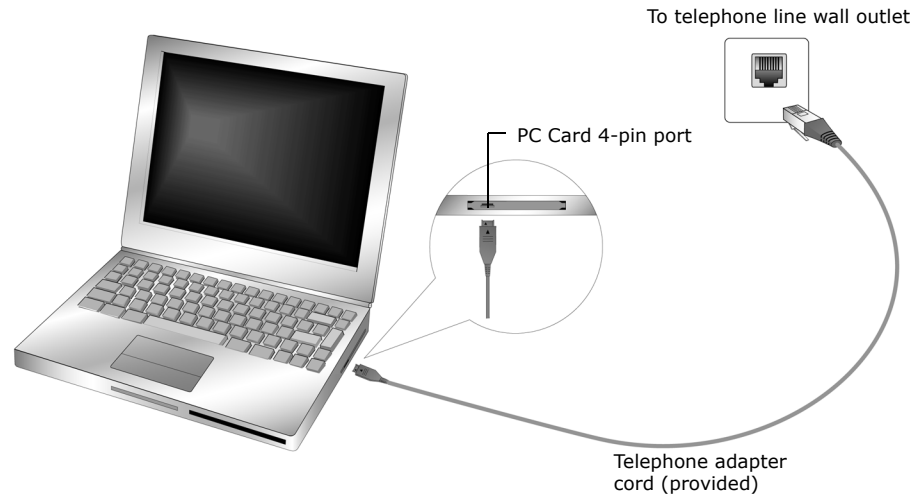
Figure 2-2

3. If your notebook is too far away from the wall outlet, use the telephone cord coupler to extend the telephone adapter cord. See Figure 2-3 below.

To telephone line wall outlet

PC Card 4-pin port

Telephone cord coupler (provided)

Telephone adapter cord (provided)
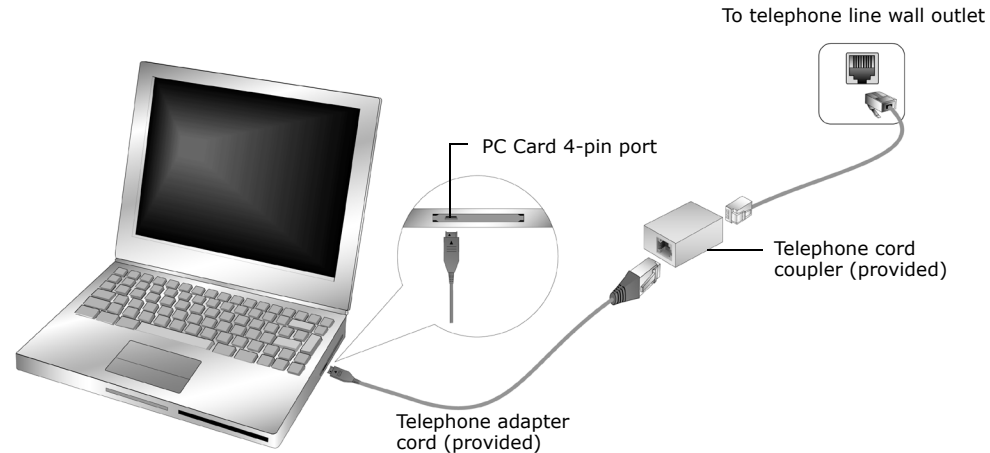
Figure 2-3

Notes on connecting the telephone line and telephone

Before using the PC Card, you need to connect your telephone line and telephone to the PC Card.

To ensure that your PC Card works properly, know that:
• Your PC Card cannot be used on "party lines", nor can it be used on toll or coin-operated lines.
  Contact your local telephone company for help if you are not sure about the suitability of your telephone line.
• This PC Card is intended for use on an analog telephone line, also called a POTS (Plain Old Telephone Service) line. This PC Card cannot be connected directly to a digital telephone line, such as those commonly found in businesses.
  Either obtain an analog line or an analog converter compatible with the telephone line you are using.

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3 **Uninstalling the Driver**

Uninstalling the Driver

Uninstalling PC Card

You may at times need to uninstall and then reinstall the PC Card to correct problems, change configurations, or make version upgrades. The following instructions tell you how to uninstall the PC Card.

In Windows 2000/ XP

1. Click **Start** -> **Settings** -> **Control Panel**.
   For Windows XP, click **Start** -> **Control Panel**.
2. Double-click the **Add or Remove Programs** icon.
3. Click the **Change or Remove Programs** button (Figure 3-1).
4. Click **Creative Modem Blaster V.92 PCMCIA DI5611**, and then click the **Change/Remove** button.
5. Turn off your computer and remove the PC Card.
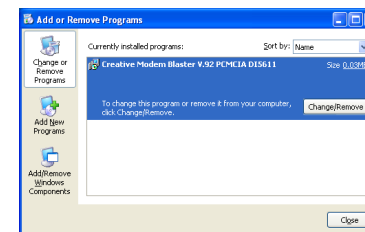
Figure 3-1

In Windows 98 SE/ Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box appears.
3. Click the **Install/Uninstall** tab (Figure 3-2).
4. Click **Creative Modem Blaster V.92 PCMCIA DI5611**, and then click the **Add/Remove** button.
5. Turn off your computer and remove the PC Card.
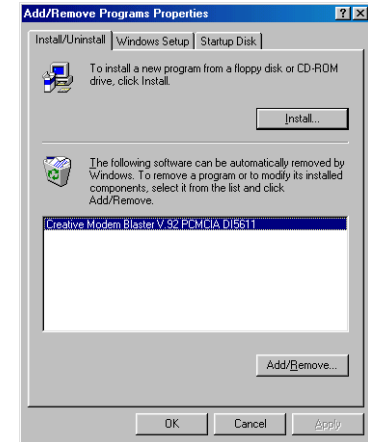
Figure 3-2

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4 **Modem Features**

Modem Features

Besides transferring data and accessing online information, your Creative Modem Blaster has the following features:

Plug and Play

This feature allows you to install your PC Card easily, as it is automatically configured.

Faxes

Use your PC Card to send and receive fax documents. This feature also allows you to configure the modem to serve as a fax-on-demand system by using the software provided.

Internet Access

Internet Support with the latest drivers and V.92 protocols available for download to ensure fast connections and the best online experience every time you connect.

Videoconferencing

Your PC Card comes complete with V.80 standard support, for use with H.32x videoconferencing systems.

V.92 features

Your Internet Service Provider (ISP) must be able to support the following V.92 features before you can use them.

V.44 Data Compression

V.44 Data Compression reduces the time it takes to load web pages, run web searches, and receive e-mail with new compression designed specifically for the Internet.

Quick Connect

Quick Connect cuts dial-up time to as little as half, by learning how to connect to your ISP the first time you call and repeating that for future connections.

PCM Upstream

PCM Upstream increases your upload speed by as much as 40 percent, so you can send e-mails with attachments, send files through Instant Messaging programs, and upload pictures to a website much faster.

Modem-On-Hold

Your Modem Blaster offers complete Modem-On-Hold support so you can pause your Internet connection while you answer incoming phone calls and while you make outgoing phone calls. Since Modem-On-Hold also requires support from your ISP, you may need to check with them to ensure that this feature is supported in your area.

Incoming Modem-On-Hold

Incoming Modem-On-Hold works with Call Waiting service from your phone company to pause your Internet connection while you answer calls. With the Caller ID service, Incoming Modem-On-Hold also identifies incoming callers.

Outgoing Modem-On-Hold

Outgoing Modem-On-Hold works with the Three-Way Calling service from your Phone company to let you pause your Internet connection while you make phone calls.

If Modem-On-Hold has been enabled, but your ISP does not support this feature, click the **Accept** or **Reject** button as appropriate. The Internet connection is automatically cut off if you choose to accept a call.

Using Incoming
Modem-On-Hold

- Your phone line needs to be Call Waiting enabled to support Modem-On-Hold.
- Your Internet Service Provider (ISP) must be able to support Modem-On-Hold features.
- The amount of hold time in Figure 4-2 depends on your ISP.

1. If a call comes in while you are on the Internet, a dialog box similar to Figure 4-1 appears, asking you if you want to answer the call, click the **Accept** button .

    A dialog box similar to Figure 4-2 appears, telling you the length of time you have to complete the call (hold time). The call is cut off automatically after that.

Figure 4-1

Figure 4-2

2. After completing your call, click the **Reconnect** button .

The length of hold time available is determined by your ISP. If your call is longer than the available hold time, your Internet connection will be disconnected and you will need to dial-up again after completing the call.

Using Outgoing Modem-On-Hold

- Modem-On-Hold requires Three-Way Calling to make phone calls.
- NetWaiting needs to be installed and activated in your computer before Modem-On-Hold can work.
- The waiting time depends on your ISP.

1. Click the **NetWaiting** icon 📞 on the taskbar. A dialog box similar to Figure 4-3 appears.

2. Click the **Outgoing call** button 📞. You can start making your phone call. A dialog box similar to Figure 4-4 appears, telling you the length of time you have to complete your call. The call is automatically cut off after that.
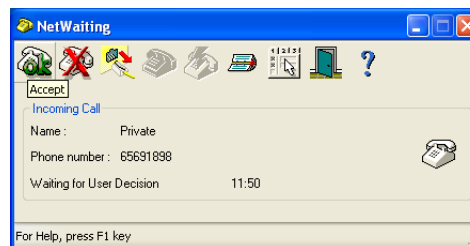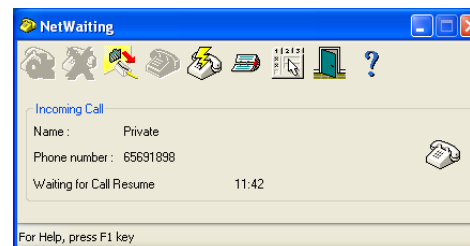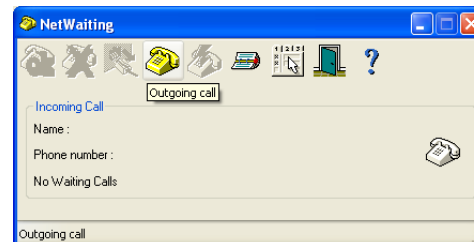

Figure 4-3
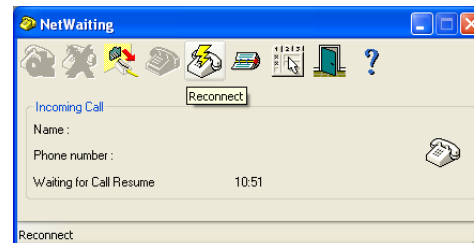
Figure 4-4

3. After completing your call, click the **Reconnect** button 📞. The PC Card will reconnect to the Internet.

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A **Technical Specifications**

Technical Specifications

This appendix lists the general specifications of your modem.

Plug and Play

❑ Plug and Play resources.

Figure A-1: Plug and Play Resource Information.

DEPENDENT FUNCTIONS	RESOURCE INFORMATION
Choice 1 COM 3	I/O Port: 3E8 to 3EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 2 COM 4	I/O Port: 2E8 to 2EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 3 COM 2	I/O Port: 2F8 to 2FF IRQ: 3
Choice 4 COM 1	I/O Port: 3F8 to 3FF IRQ: 4
Choice 5 Free-For-All	I/O Port: 2A0 to 2A7, 2A8 to 2AF, ... 2D8 to 2DF IRQ: 3, 4, 5, 7, 9, 10, 11 or 15

Data Features

Due to line conditions and FCC regulations, your data rate may be lower. Current FCC regulations limit download speeds to 53 kbps maximum.

❑ Integrated data, fax, and voice mail modem.
❑ 56,000/54,667/53,333/52,000/50,667/49,333/48,000/46,667/45,333/42,667/41,333/40,000/38,667/37,333/36,000/34,667/33,333/32,000
❑ 33,600/31,200/28,800/26,400/24,000/21,600/19,200/16,800/14,400/ 12,000/9,600/7,200/4,800/2,400/1,200/300 bps data speeds.
❑ Compatibility with the following data modem standards:
  • V.92, V.90, V.34, V.32bis, V.32, V.23, V.22bis, V.22, and V.21; Bell 212A and 103.
  • V.42 LAPM and MNP2-4 error correction.
  • V.44, V.42bis and MNP5 data compression.
❑ Automatic dial and answer capabilities.

Fax Features

❑ Supports Class 1 fax commands.
❑ Fax speeds up to 14,400 bps for send and receive.
❑ Compatibility with the following fax modem transmission standards:
  • V.17 (14400 bps)
  • V.27ter (7200 bps)
  • V.29 (9600 bps)

Videoconferencing Support

❑ Supports ITU V.80 standard to allow high performance video conferencing over standard phone lines and the internet. Videoconferencing standards are H.324 and H.323.

B Troubleshooting

Troubleshooting

This appendix provides tips and solutions for resolving some of the difficulties you might encounter with Creative Modem Blaster V.92 PCMCIA DI5611, either during installation or normal use.

Difficulties Installing Software

The installation does not start automatically after the Creative Modem Blaster Installation CD is inserted.

The AutoPlay feature in Windows may not be enabled.

To start the installation program through the My Computer shortcut menu:

1. Double-click the **My Computer** icon on your Windows desktop.
2. In the **My Computer** window, right-click the CD-ROM drive icon.
3. On the shortcut menu, click **AutoPlay** and follow the instructions on the screen.

To install the software from the CD without enabling AutoPlay:

1. Leave the installation CD in the CD-ROM drive.
2. Click **Start** -> **Run**.
3. In the Run dialog box, type **d:\ctrun\ctrun.exe** (replace **d:** with the drive letter of your CD-ROM drive).
4. Follow the instructions on the screen to complete the installation.

To enable AutoPlay through Auto Insert Notification:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **System** icon.
3. In the **System Properties** dialog box, click the **Device Manager** tab and select your CD-ROM drive.
4. Click the **Properties** button.

5. In the **Properties** dialog box, click the **Settings** tab and select **Auto Insert Notification**.
6. Click the **OK** button to exit from the dialog box.

Resolving Hardware Conflicts

Hardware conflicts may occur when two or more peripheral devices are set to use the same I/O address, IRQ line or DMA channel.

To resolve conflicts in Windows XP, Windows 2000, Windows Me or Windows 98 SE, change the resource settings of your PC Card or the conflicting peripheral device using Device Manager.

Resolving Conflicts in Windows XP/ 2000

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click **Modem**.
6. Right-click the name of your PC Card. A menu appears.
7. Select the **Properties** option.
8. Click the **Resources** tab.
9. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.

Restart your system to allow Windows XP/2000 to reassign resources to your PC Card and/or the conflicting peripheral device.

Resolving Conflicts in Windows Me/98 SE

If you are unsure of which peripheral device is causing the conflict, you can isolate the source of the difficulty by temporarily removing all devices (except your PC Card and essential devices such as the disk controller). After that, add the devices back one at a time until the device that is causing the conflict is found.

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Device Manager** tab.
4. Double-click **Modem**.
5. Select your PC Card and click the **Properties** button. The **Properties** dialog box of the PC Card appears.
6. Click the **Resources** tab.
7. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
8. Restart your system to allow Windows Me/98 SE to reassign resources to your PC Card and/or the conflicting peripheral device.

Difficulties with Your PC Card

The PC Card fails to accept commands to dial or answer a call.

There may be an improper telephone line connection.

Check the following:
- Make sure the telephone adapter cord is attached to the RJ-11 port.
- Check that all devices are turned on.

There is interference on the telephone line that is connected to the PC Card.

To resolve this difficulty:

Try moving the telephone line away from any power source, monitor, printer or any computer cable.

The PC Card cannot connect to the Internet at 56,000 bps.

This may be due to line conditions in your area. Due to FCC regulations and/or line conditions, it is not always possible to achieve the maximum data rate.

To resolve this difficulty:

Try moving the telephone line away from any power source, monitor, printer or computer cable.

The PC Card or communications software fails to detect that the remote user has hung up.

The PC Card or communications software relies on the dial tone, busy tone or silence period to detect that a remote user has hung up.
This detection may fail due to one of the following reasons:
• Your local telephone system does not generate the dial or busy tone when the remote user hangs up.
• The silent period for the PC Card or communications software to detect that the remote user has hung up is not long enough.
• The PC Card or communications software cannot detect a different dial or busy tone. For example, if you are connecting to a PABX system, the dial or busy tone generated is different from the usual dial or busy tone.

To resolve this difficulty:

Prompt the remote user to respond. This may, however, result in a long delay before the communications software responds to the remote user hanging up. To minimize this delay, modify the following settings:
• Voice message recording time.
• Number of prompts.
• Time to wait for a response after prompting.

No dial tone when using the PC Card.

The IRQ of the PC Card is either in conflict with another device or is mis-reported in Windows.

To resolve this difficulty:

Many chipsets have IRQ routing drivers for Windows. If you have an internal PC Card, and these drivers do not work or do not exist on your system, insert the PC Card into a different PC Card slot.

Difficulties with Modem-On-Hold

Internet connection is lost after incoming or outgoing phone calls.

This may be caused by the following reason:
Outgoing phone calls are affected because your phone service does not include the 3-Way Calling feature.

To reresolve this difficulty:
Contact your telephone service provider to enable the 3-Way calling feature.

This may also be caused by the following reason:
Your Internet Service Provider (ISP) does not support Modem-On-Hold.

To reresolve this difficulty:
Contact your ISP to determine whether they support Modem-On-Hold. If your ISP does not support Modem-On-Hold, you may wish to disable call-waiting when going online. Your PC Card can be set to automatically disable Call Waiting while online by following the steps below.

To disable Call Waiting in Windows 98 SE/Me:
1. For Windows 98 SE users, double-click the **My Computer** icon located on your Windows Desktop, and then click the **Dial-up Networking** icon.
   For Windows Me users, click **Start** -> **Settings** -> **Control Panel**, and then click the **Dial-Up Networking** icon.
2. Double-click the icon for your internet connection. The **Connect To** dialog box appears.

3. Click the **Dial Properties** button, and then click the check box next to the **To disable call waiting, dial** option.

4. Click the arrow next to the **To disable call waiting, dial** box.
   Three options are displayed: ***70**, **70#** and **1170**.

5. Select the appropriate option. If you are unsure which option is appropriate for your area, contact your ISP for more information.

6. Click the **Apply** button, and then click the **OK** button.

To disable Call Waiting in Windows 2000/XP (in Classic View):

1. Click **Start** -> **Settings** -> **Control Panel**.

2. Double click the **Phone and Modem Options** icon.
   The **Edit Location** dialog box appears.

3. Click your internet location from the list to select it, and then click the **Edit** button.

4. Click the check box next to the **To disable call waiting, dial** option.

5. Click the arrow next to the **To disable call waiting, dial** box.
   Three options are displayed: ***70**, **70#** and **1170**.

6. Select the appropriate option. If you are unsure which option is appropriate for your area, contact your ISP for more information.

Difficulties In Windows XP

A Hardware Installation error message appears on a Windows XP operating system when a driver is being installed.

At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to the one below appears.

You may see this message when installing this driver or update. If you do, you may choose to click the **Continue Anyway** button. Creative has tested this driver on Windows XP, and it does not impair or destablize your computer.